

## QUESTIONS ABOUT TELEHEALTH AND COVID19

- 1) **During the recent COVID19 epidemic, did you seek care or medical advice from any of your VHA providers?**
  - a) Yes
  - b) No
  
- 2) **What type of care or medical advice did you seek? Choose all that apply.**
  - a) I asked for more information about COVID19
  - b) I discussed symptoms I was experiencing to learn if the provider felt I needed to be evaluated for COVID19.
  - c) I sought care or medical advice about medical issues OTHER than COVID19 for which I receive care at VA.
  - d) I asked other general questions about my medical care such questions about upcoming appointments, laboratory results, or medications.
  - e) I was diagnosed with COVID19 and was seeking care or advice about how to manage it.
  
- 3) **Do you have access to quality high speed or broad band internet at home? Yes/No**
  
- 4) **How did you receive care or medical advice during the period of the COVID19 epidemic?**
  - a) I visited my VA provider in person at the VA Clinic.
  - b) I had a phone appointment with my provider or VA care team.
  - c) I used secure messaging within My HealtheVet to seek advice or care.
  - d) I used the ANNIE text messaging service to learn about COVID19 and provide updates to my local provider.
  - e) I used videoconferencing to home (VA Video Connect) to seek advice or care.
  - f) I used videoconferencing at my local VA community-based outpatient clinic to seek advice or care.

**BRANCHING LOGIC Question #4: For those endorsing b, c, e, or f:**

**5) For which of the medical conditions below did you receive part of your care through video telehealth, telephone visits, or secure messaging during the COVID19 crisis?**

- a) diabetes
- b) hypertension or high blood pressure
- c) chronic heart disease
- d) mental health/psychiatric conditions
- e) chronic lung disease
- f) arthritis
- g) cancer
- h) high cholesterol
- i) stomach or gastro intestinal disorders J) chronic pain
- j) neurologic disorders or traumatic brain injury
- k) COVID19 or symptoms being evaluated for symptoms that may be COVID19 related.

**For those endorsing c QUESTION #4:** On a scale from 1 to 10, with 1 being “Not at all satisfied” and 10 being “Very Satisfied”, how satisfied were you with using SECURE MESSAGING during the COVID19 epidemic.

**For those endorsing d QUESTION #4 answer the following two questions:**

VHA is interested in how Veterans used the ANNIE COVID protocol. Please endorse any of the following items that reflect your experience with this protocol.

- 1) I learned things I did not know about COVID19 from the ANNIE protocol.
- 2) I identified symptoms that may be COVID19 symptoms from the protocol.
- 3) I learned that some symptoms I was experiencing were NOT likely to be COVID19
- 4) I called my provider to evaluate symptoms further after using the ANNIE protocol.
- 5) Doing the ANNIE protocol helped me feel less anxious about COVID19.
- 6) Doing the ANNIE protocol made me more anxious about COVID19.
- 7) The ANNIE protocol helped me engage in healthy behaviors such as washing my hands and social distancing.
- 8) Other, please specify.

On a scale from 1 to 10, with 1 being “Not at all satisfied” and 10 being “Very Satisfied”, how satisfied were you with the ANNIE COVID protocol during the COVID19 epidemic?

**For those endorsing e, or f to QUESTION #4:** On a scale from 1 to 10, with 1 being “Not at all satisfied” and 10 being “Very Satisfied”, how satisfied were you with the care you received via or TELEHEALTH from VHA during the COVID19 epidemic?

**BRANCHING LOGIC: For those endorsing e or f on QUESTION #4 ask the following 3 questions:**

**Which of these devices did you use for your videoconferencing for healthcare from VA?**

- a. Desktop computer
- b. Personal Tablet
- c. Loaned VA Tablet
- d. Smartphone

**VHA is interested in learning about your experience using telehealth during the COVID19 epidemic. Please read each item below and CHECK ALL that reflect your experience of home telehealth during COVID19.**

- 1) It was easy for me to start the videoconference (VA Video Connect) on my home device.
- 2) I needed help from a family member or caregiver to set up the videoconference.
- 3) I had so much difficulty setting up the videoconference on my home device that it was not possible to meet with my provider.
- 4) I had difficulty hearing or seeing my provider during the videoconference.
- 5) I had concerns about privacy about the videoconference.
- 6) I did not have a quality wifi or cellular connection to receive telehealth in my home.
- 7) I was satisfied with both the audio and visual quality of the telehealth visit.
- 8) I was able to address MOST or ALL of my medical issues via telehealth.
- 9) There were some medical issues that I could NOT address via telehealth and I had to schedule an in person visit.

**In the future, after the COVID19 crisis has resolved, which of the following BEST reflects your attitude towards telehealth.**

- 1) I would like to continue to receive most or all of my healthcare via telehealth (telephone, video, secure messaging, mobile applications), when my provider thinks it is appropriate
- 2) I would like to return to in-person care for most or all of my healthcare.
- 3) I would like to receive some of my care via telehealth but still meet with my providers for same-room in-person care occasionally, depending on the healthcare need.

**How much time does it take for you to travel to the VA location where you receive care?**

- 1) less than 30 minutes
- 2. 30-60 minutes
- 3. 61-90 minutes
- 4. 91 minutes to 2 hours
- 5. Over 2 hours

**How would you describe the area where you live?**

1. Urban (50,000 or more people)
2. Mid-size (between 10,000 – 49,999 people)
3. Small Town (between 2500-9999 people)
4. Rural and/or Frontier (2499 or fewer people)